

## **ATTACHMENT 5**

### **DECLARATION OF BERNADETTE SEIGLER**

GA 1000 ....  
Issues from ATT - 8/20/00  
BST Response-8/20/00

Item	Issue	PONS	PON Count	Workcenter		GA1000 Team		Status	BellSouth Response
				Date Opened	Date Closed	Date Opened	Date Closed		
1	Late Completion Notices	1111-1127; 1352-1354;	19	5/22/00	6/7/00	5/28/00		AT&T waiting on written root-cause analysis from BellSouth.	8/28/00 PON 1111 Clarification was sent 5/25 at 14:38 EDT. Cancellation occurred on 6/10/00 at 2:02 EDT. PONS 1112-1119 Clarification was sent 6/25 at 14:56 EDT. Cancellation occurred on 6/10/00 at 2:02 EDT. 6/21/00 Completions for PONS 1111-1127 were delayed because the due date was changed due to "already working" status on the reserved telephone number. A LENS defect was discovered and corrected in the 6/17 release. 6/21/00 Completions for PONS 1352-1354 were late because the orders were manually handled due to the billing indicator. As a result of the manual handling the due date was changed from 5/18 to 5/28/00. This delay is also due to a residential service being installed at a business address. Closed
2	Late Confirmation Notices	1398; 1413-1556; 1383; 1351-1356;	317	5/17/00	5/22/00	5/28/00		AT&T waiting on written root-cause analysis from BellSouth.	6/21/00 Late Confirmations or Clarifications were received on these PONS due to a system problem at BST on 5/18 which caused a backlog of orders which was not entirely cleared until 5/18. Closed
3		1382-1391; 1689; 1691;		5/18/00	6/7/00	5/28/00		AT&T waiting on written root-cause analysis from BellSouth.	6/21/00 Late Confirmations or Clarifications were received on these PONS due to a system problem at BST on 5/18 which caused a backlog of orders which was not entirely cleared until 5/18. Closed
4		1893-1891; 2038-2056;		5/22/00	6/7/00	5/28/00		AT&T waiting on written root-cause analysis from BellSouth.	6/28/00 PONS 1893 FOC sent on 5/22 at 10:21. CP Notice sent 6/25 at 18:15. PON 1894 FOC sent on 5/22 at 15:08. CP Notice sent 5/28 at 18:39. PON 1896 FOC sent 5/22 at 15:08. CP Notice sent 5/25 at 18:15. 6/21/00 Late Confirmations were caused by manual review of these requests as orders were already pending on the accounts. The practice is to have all the orders manually reviewed. Once the representative gave clearance for the request to be worked an FOC was generated. Closed
5		2061-2151;		5/23/00		5/28/00		AT&T waiting on written root-cause analysis from BellSouth.	Late confirmations were caused by errors which prevented electronic flow through (for example: SOC errors). Orders were sent for manual handling. Closed

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6		2332-2340;		5/25/00	6/7/00	5/28/00	AT&T waiting on written root-cause analysis from BellSouth.	6/28/00 PON 2332 Clarification was sent 5/25 for invalid CFND format at 17:15 PON 2333 Clarification was sent 5/25 for invalid CFND format at 17:15 PON 2334 Clarification was sent 5/25 for invalid CFND format at 17:15 5/21/00 LSRs were clarified to AT&T on 5/25. No response by AT&T. The LSRs were cancelled on 6/10 due to no response from AT&T. All the orders followed the same pattern on or about the same dates.
7		2341; 2343; 2370-2398; 2401		6/2/00		5/28/00	AT&T waiting on written root-cause analysis from BellSouth.	Orders fell in to one of two categories: Orders had errors which caused manual handling. Orders were issued and completed on or about 6/02. The FOC was generated on or about 6/02. Orders were submitted and clarified to AT&T. AT&T submitted a Supp on a non existent order which caused manually intervention. The orders were issued and FOCs generated on or about 6/08. The orders completed on or about 6/09.
8	Not all of the orders are flowing through BellSouth's systems without manual intervention.	N/A				5/5/00	BellSouth stated that the list of flow-through order type has been posted to the Interconnection Website. AT&T advised BellSouth that the only changes to BellSouth's documentation related to EDI Issue 7.0, not OSS'99 (Issue 8.0). BellSouth agreed to take this issue back and provide AT&T a breakdown of flow-through and non-flow-through order types.	6/28/00 List relative to port/loop combination is not ready. 6/21/00 The Issue 8 Flow Through List will be posted to the Interconnection website on 6/30 per Change Control. This request was made during a discussion with the GA PSC.

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9	PON Tracking	N/A				5/5/00		AT&T suggested that BellSouth build on its CSOTS system and allow CLECs to track orders from the time they enter BellSouth's gateway until the time the order is complete. BellSouth agreed to further investigate the concept and asked that AT&T submit a Change Request. AT&T agreed.	6/21/00 Removed from this list. This request is being process via Change Control. This request was made during a discussion with the GA PSC.
10	Trouble Tickets/Help Desk	N/A				5/5/00		BellSouth acknowledged AT&T's concerns with the current "Help Desk" process and agreed that the current process was unwieldy. Linda stated that she might be able to leverage the help desk that would be set up in conjunction with the Test Environment, but would need to socialize the idea with her operations team. Linda committed to provide feedback on her efforts within two weeks. As an interim step, Jill and Sandra will detail and document the current process and provide "training" to the team. A draft of the interim process will be completed within the next two weeks.	6/21/00 Removed from this list. This request is being process via Change Control. This request was made during a discussion with the GA PSC.

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11	EDI Test Environment	N/A				5/5/00		BeSouth advised AT&T that it had ordered the equipment to build an EDI Test Environment, but pointed out that the delivery of the equipment would be delayed based on a backlog by their supplier. AT&T asked for a target implementation date. BeSouth committed to provide a target date to AT&T within the next two weeks.	This request is being process via Change Control. This request was made during a discussion with the GA PSC.
12	Mts-Provisioning TN cannot be found on OMARC in telco room.	1128; 1129; 1130; 1757; 1788	5	5/26/00	5/31/00	5/26/00		AT&T needs information from BeSouth on how to find the circuit in a multi-tenant location if no information is given on its location.	This problem was discussed during the GA 1000 conference call on 5/25. The problem results from having residential service installed in a business address. AT&T will add Jack to order. BST installation will tag these lines as they would at a residence.
13	Features incorrectly provisioned - Caller ID should have been added and hunting removed.	2123-2129	7	5/26/00		5/28/00		AT&T waiting on written root-cause analysis from BeSouth.	These accounts were denied and restored with no other activity. Need PON number on change request. PON 2123 Tel # 404 874-1550 submitted 5/22 at 14:00 Reqttype MB Activity type B. FOC sent 5/22 at 17:11. If activity type B, which means restore full account or restore denied account, then LNA prohibited. No LNA entry found on PON. CN sent at 17:31. Same scenario found on PON 2124.
14	Call Waiting does not work.	1153	1	5/19/00	5/23/00	5/28/00		AT&T waiting on written root-cause analysis from BeSouth.	JB reqltp - record order issued no physical work involved. FOC and CN sent. PON 1152 was a JB reqltp, which is for directory listings only, R activity type. FOC and completion notice sent. CSR records indicate that ESX added on 2/28/00, date account migrated to UNE combo. Should be reported to the BRMC.
15	Caller ID Deluxe does not work.	1175	1	5/19/00	5/22/00	5/28/00		AT&T waiting on written root-cause analysis from BeSouth.	JB reqltp - record order issued no physical work involved. FOC and CN sent. Same scenario as Item 14.

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16	No discone	1398; 2184	2	6/1/00				AT&T waiting on written root-cause analysis from BellSouth.	Req type MB (migration as is) activity type V - D&N issued completed 5/22. # rings. should be reported to repak (404876-4590). PON 2184 - 404 881-1140 issued for PIC change. Both lines should be reported to repak. Interim documented process provided to AT&T on 6/22. Final document forthcoming.
17	Block 3rd Party billing has not been removed.	1810	1	6/1/00				AT&T waiting on written root-cause analysis from BellSouth.	No lbe on records. Should be referred to repak. Interim documented process provided to AT&T on 6/22. Final document forthcoming.
18	Caller ID Deluxe is not deleted.	1884; 1832	2	6/1/00				AT&T waiting on written root-cause analysis from BellSouth.	PON issued to removed, no longer on records. Needs to be referred to repak 404 876-8914 & 404 724-9251 Should be referred to repak. Interim documented process provided to AT&T on 6/22. Final document forthcoming.
19	Listing should be non-pub, but it is not.		1	6/1/00	6/2/00			Listing corrected; AT&T waiting on written root-cause analysis from BellSouth.	No PON # to verify
20	MCI PIC ordered, but not provisioned. PIC is AT&T.	2188	1	6/1/00				AT&T waiting on written root-cause analysis from BellSouth.	Records never changed. Contact LCSC.
21	Rejections Invalid USOC for Basic Class of Service Format. SAE 434 H CREX7/TN. (non-fatal)	1131-1150	20	5/19/00		5/22/00		BellSouth confirmed defect and release date of 7/6/00.	Handled by Change Control.
22	Number NPA-NXX-XXXX Account is Final. (non-fatal)	1361; 1382-1390; 1393; 1398; 1403; 1404; 1406-1558; 1558; 1889-1891	87	5/19/00	6/1/00	5/25/00		AT&T waiting on written root-cause analysis from BellSouth.	Accounts were disconnected in error. BellSouth to restore accounts. Defect was discovered and resolved in 6/17 release.
23	LSR House Number Incorrect (non-fatal)	1428-1429	2	5/17/00		5/25/00		AT&T waiting on written root-cause analysis from BellSouth.	Accounts were disconnected in error. BellSouth to restore accounts.
24	Call Return Invalid with class of service USOC UEPRX.	2210-2285	78	5/25/00	6/5/00	5/25/00		Change Control Defect Issued 6/5/00; Fix was released 6/2.	Handled by Change Control.
25	Call Forwarding Number missing or invalid (non-fatal).	1751-1809; 1831; 2152-2161; 2300-2331	86	5/25/00		5/25/00		AT&T formatting error. Will be corrected and resent.	NA

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